

PART 2 - General Terms and Conditions  
SECTION 11 - Performance Measurements

4th Revised Sheet No. 4  
Cancels  
3rd Revised Sheet No. 4

**1. PERFORMANCE MEASUREMENTS (cont'd)**

**D. REMEDY PLAN**

This Performance Remedy Plan sets forth the terms and conditions under which the Company will report performance to telecommunications carrier and compare that performance to the Company's own performance ("parity"), benchmark criteria, or both, whichever is applicable. This Tariff further provides for enforcement through liquidated damages and assessments.

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In order to accurately process Performance Remedy Plan liquidated damages, the telecommunications carrier shall refer to the CLEC web-site and complete and submit to the Company the 'CLEC Identification and Liquidated Damages Information Form' as provided for in Paragraph 5.6 following.

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1. The Company will provide telecommunications carrier a monthly report of performance for the performance measures listed in Paragraph E. of this Section following. The Company will collect, analyze, and report performance data for these measures in accordance with the Company's Performance Measurement Business Rules, as approved by the Illinois Commerce Commission. Both the performance measures and the business rules are subject to modification in accordance with paragraph 6.4 following regarding six-month reviews. The Company will use this two-tiered enforcement structure for performance measurements provided for in this Tariff. The Commission-approved performance measurements, shown in, Paragraph E. of this Section, identify the measurements that belong to Tier-1 (payable to the telecommunications carriers) and/or Tier-2 (payable to the state) categories.

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ILLINOIS BELL  
TELEPHONE COMPANY

**SBC**  
Tariff

ILL. C.C. NO. 20

PART 2

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1st Revised Sheet No. 4.1

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

- 1.1 The Company will not levy a separate charge for provision of the data to telecommunications carrier called for under this Tariff. Upon telecommunications carrier's request, data files of telecommunications carrier's raw data, or any subset thereof, will be transmitted to telecommunications carrier. If telecommunications carrier's request is transmitted to the Company on or before the last day of the month for which data is sought, the Company shall provide the data to telecommunications carrier on or before the last day of the following month pursuant to mutually acceptable format, protocol, and transmission media. If telecommunications carrier's request is transmitted to the Company after the last day of the month for which data is sought, the Company shall provide the data to telecommunications carrier within 30 days of receipt pursuant to mutually acceptable format, protocol, and transmission media. Notwithstanding other provisions of this Tariff, the Parties agree that such records will be deemed Proprietary Information.

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Original Sheet No. 4.2

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

2. The Company will use a statistical test, namely the modified "Z-test," for evaluating the difference between two means (Company retail or its affiliate - whichever is better, provided the number of affiliate data points equal or exceed 30 - and telecommunications carrier) or percentages, or the difference between two ratios for purposes of this document. The Company agrees to use the modified Z-tests as outlined below as the statistical tests for the determination of parity when the results for Company retail or its affiliate (whichever is better, provided the number of affiliate data points equal or exceed 30) and the telecommunications carrier are compared. This statistical test will compare the telecommunications carrier performance to Company retail performance or the affiliate performance (whichever is better). If the affiliate data has fewer than 30 observations, the comparison will be to Company retail performance. The modified Z-tests are applicable if the number of data points are greater than or equal to 30 for a given disaggregation category. In cases where benchmarks are established, the determination of compliance is through a comparison to the applicable Commission-approved benchmark. For testing compliance for measures for which the number of data points is 29 or less, the use of permutation tests as outlined below may be used.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

3. For purposes of this Tariff, performance for the telecommunications carrier on a particular sub-measure (disaggregated level) will be considered in compliance with the parity requirement when the measured results in a single month (whether in the form of means, percents, or ratios) for the same sub-measurement, at equivalent disaggregation, for both Company and/or its affiliate (whichever is better, provided the number of affiliate data points exceeds 30) and telecommunications carrier are used to calculate a Z-test statistic and the resulting value is no greater than Critical-Z value that would maintain 95% confidence that the difference in results reflects disparity. That Critical-Z value is 1.645.

Z-Test:

The Company will utilize the following formulae for determining parity using Z-Test:

For Measurement results that are expressed as Averages or Means:

$$Z = (\text{DIFF}) / \sigma_{\text{DIFF}}$$

Where: DIFF =  $M_{\text{ILEC}} - M_{\text{CLEC}}$   
M<sub>ILEC</sub> = ILEC Average  
M<sub>CLEC</sub> = CLEC Average  
 $\sigma_{\text{DIFF}}$  =  $\text{SQRT} [ \sigma^2_{\text{ILEC}} (1 / n_{\text{CLEC}} + 1 / n_{\text{ILEC}}) ]$   
 $\sigma^2_{\text{ILEC}}$  = Calculated variance for ILEC  
n<sub>ILEC</sub> = number of observations or samples used in ILEC measurement  
n<sub>CLEC</sub> = number of observations or samples used in CLEC measurement

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Original Sheet No. 4.4

1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

**D. REMEDY PLAN (cont'd)**

3. (cont'd)

Z-Test: (cont'd)

For Measurement results that are expressed as Percentages or Proportions:

Step 1:

$$p = \frac{(n_{ILEC} P_{ILEC} + n_{CLEC} P_{CLEC})}{n_{ILEC} + n_{CLEC}}$$

Step 2:

$$\sigma_{P_{ILEC}-P_{CLEC}} = \text{SQRT} \{ [p(1-p)] / n_{ILEC} + [p(1-p)] / n_{CLEC} \}$$

Step 3:

$$Z = (P_{ILEC} - P_{CLEC}) / \sigma_{P_{ILEC}-P_{CLEC}}$$

Where: n = number of observations  
p = Percentage or Proportion

For Measurement results that are expressed as Rates or Ratios:

$$Z = (\text{DIFF}) / \sigma_{\text{DIFF}}$$

Where: DIFF =  $R_{ILEC} - R_{CLEC}$   
 $R_{ILEC} = \text{num}_{ILEC} / \text{denom}_{ILEC}$   
 $R_{CLEC} = \text{num}_{CLEC} / \text{denom}_{CLEC}$   
 $\sigma_{\text{DIFF}} = \text{SQRT} \{ [(\text{num}_{CLEC} + \text{num}_{ILEC}) \div (\text{denom}_{CLEC} + \text{denom}_{ILEC})] \times (1 / \text{denom}_{CLEC} + 1 / \text{denom}_{ILEC}) \}$

(N)

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Original Sheet No. 4.5

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**4. Qualifications to use Z-Test:**

- 4.1 The proposed Z-tests are applicable to reported measurements that contain 30 or more data points. The Z-test is not applied to measures with benchmark standards.
- 4.2 The minimum sample size for Tier 2 is 10 observations for the aggregate of all telecommunications carriers. Sub-measures in Tier 2 with fewer than 10 observations do not have statistical tests conducted on them.
- 4.3 In calculating the difference between the performances, the formulas defined above apply when a larger telecommunications carrier value indicates a higher quality of performance. In cases where a smaller telecommunications carrier value indicates a higher quality of performance the order of subtraction should be reversed (i.e.,  $M_{ILEC} - M_{CLEC}$ ,  $P_{ILEC} - P_{CLEC}$ ,  $R_{ILEC} - R_{CLEC}$ ).
- 4.4 For measurements where the performance delivered to the telecommunications carrier is compared to the Company performance and for which the number of data points are 29 or less for either the telecommunications carrier or the Company, the Company will apply the following alternatives for compliance.
  - 4.4.1 Alternative 1 (used only in the following situations: 1) for a measure where results for both the telecommunications carrier and the Company Retail or affiliate (whichever is used) both show perfect compliance (no failures), and 2) where the individual transaction detail required to conduct permutation testing is not available):

Company applies the Z-Test as described in Paragraph 3.

(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

4. Qualifications to use Z-Test: (cont'd)

4.4.2 Alternative 2 (used in all situations except those defined above for Alternative 1):

For Percentages, the Fisher Exact Permutation Test will be used.

For Averages and Ratios, the following Permutation analysis will be applied to calculate the Z-statistic using the following logic:

1. Choose a sufficiently large number T.
2. Pool and mix the telecommunications carrier and ILEC data sets.
3. Randomly subdivide the pooled data sets into two pools, one the same size as the original telecommunications carrier data set ( $n_{CLEC}$ ) and one reflecting the remaining data points, (which is equal to the size of the original ILEC data set, or  $n_{ILEC}$ ).
4. Compute and store the Z-test score ( $Z_S$ ) for this sample.
5. Repeat steps 3 and 4 for the remaining T-1 sample pairs to be analyzed. (If the number of possibilities is less than 1 million, include a programmatic check to prevent drawing the same pair of samples more than once).
6. Order the  $Z_S$  results computed and stored in step 4 from lowest to highest.
7. Compute the Z-test score for the original two data sets and find its rank in the ordering determined in step 6.
8. To calculate P, divide the rank of the Z-test score as determined in step 7 by the number of total runs executed.  
(  $P = \text{rank} / T$  ).
9. Using a cumulative standard normal distribution table, find the value  $Z_A$  such that the probability (or cumulative area under the standard normal curve) is equal to P calculated in step 8.

Compare  $Z_A$  with the Critical Z-value. If  $Z_A >$  the Critical Z-value, then the performance is noncompliant.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

4. Qualifications to use Z-Test: (cont'd)

- 4.5 The Company and telecommunications carriers will provide software and technical support as needed by Commission Staff for purposes of statistical analysis. Any telecommunications carrier who opts into this plan agrees to share in providing such support to Commission Staff.

5. Overview of Enforcement Structure

The following is the methodology for developing the liquidated damages and penalty assessment structure for Tier 1 liquidated damages and Tier 2 assessments:

- 5.1 The Company will pay Liquidated Damages to the telecommunications carrier according to the terms set forth in this Tariff.
- 5.2 Liquidated damages apply to Tier 1 measurements identified as "Remedied" in the Measurement Type section of the performance measurement business rules.
- 5.3 Assessments are applicable to Tier 2 measures identified as "Remedied" in the Measurement Type section of the performance measurement business rules, and are payable to the State Fund designated by the Commission.
- 5.4 Any telecommunications carrier wishing to incorporate, substitute or add this Performance Remedy Plan to its existing interconnection agreement, or a new interconnection agreement, must notify the Company and the Commission, in writing, of its intent to "opt-in" to a remedy plan. The telecommunications carriers "opt-in" becomes effective 20 days from the date of filing said written notice with the Commission, and it supersedes the Performance Remedy Plan previously in effect for that telecommunications carrier, if any. Payments shall be calculated in accordance with the Plan beginning with the first full calendar month following the effective date of the "opt-in". An opt-in shall be followed with an amendment to the Interconnection Agreement filed with the Commission. Any telecommunications carrier that adopts a remedy plan by purchasing out of a tariff must notify the Company and the Commission, in writing, of its intent to adopt a tariffed remedy plan. Any notice required above shall be sent to the Company's regulatory offices and the Chief Clerk's Office of the Illinois Commerce Commission.

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Original Sheet No. 4.8

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**5. Overview of Enforcement Structure (cont'd)**

- 5.5 The Company will be liable for the payment of Tier 2 assessments pursuant to this remedy plan upon the effective date of this Tariff. Tier 2 assessments will be paid on the aggregate performance for all telecommunications carriers that are operating in Illinois as specified in Paragraph 9. To the extent that there are one or more other Commission-approved remedy plan(s) in effect that also require the Company to make Tier 2 assessments to the State (as opposed to, or in addition to, Tier 1 payments to a telecommunications carrier or telecommunications carriers), the Company will be liable for a single Tier 2 assessment for the applicable time period, which payment to the State shall be equal to either the Tier 2 assessment under such other plan(s) or the Tier 2 assessments payable under this plan, whichever is greater.
- 5.6 In order to receive payment by check telecommunications carrier must complete the 'CLEC Identification and Liquidated Damages Information Form' located on the CLEC OnLine website (<https://clec.sbc.com/clec>). Otherwise, remedy payment will be made via bill credit.

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Original Sheet No. 4.9

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**6. Procedural Safeguards and Exclusions**

- 6.1 The application of the assessments and damages provided for herein is not intended to foreclose other non-contractual legal and regulatory claims and remedies that may be available to a telecommunications carrier. By incorporating these liquidated damages terms into an interconnection agreement and Tariff, the Company and telecommunications carrier agree that proof of damages from any "noncompliant" performance measure would be difficult to ascertain and, therefore, liquidated damages are a reasonable approximation of any contractual damage resulting from a noncompliant performance measure. Liquidated damages payable under this provision are not intended to be a penalty.
- 6.2 The implementation of these enforcement terms, and specifically the payment of any "liquidated damages" or "assessments" hereunder, will not be considered as an admission against interest or an admission of liability in any legal, regulatory, or other proceeding relating to the same performance. Telecommunications carrier may not use: (1) the existence of this enforcement plan; or (2) the Company's payment of Tier 1 "liquidated damages" or Tier 2 "assessments" as evidence that the Company has discriminated in the provision of any facilities or services under Sections 251 or 252, or has violated any state or federal law or regulation. The Company's conduct underlying its performance measures, and the performance data provided under the performance measures, however, are not made inadmissible by these terms. Any telecommunications carrier accepting this performance remedy plan agrees that the Company's performance with respect to this remedy plan may not be used as an admission of liability or culpability for a violation of any state or federal law or regulation. Further, any liquidated damages payment by the Company under these provisions is not hereby made inadmissible in any proceeding relating to the same conduct where the Company seeks to offset the payment against any other damages a telecommunications carrier might recover. Whether or not the nature of damages sought by the telecommunications carrier is such that an offset is appropriate will be determined in the related proceeding. The terms of this paragraph do not apply to any proceeding before the Commission or the FCC to determine whether the Company has met or continues to meet the requirements of section 271 of the Act.

(N)

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Original Sheet No. 4.10

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**6. Procedural Safeguards and Exclusions (cont'd)**

- 6.3 The Company shall not be liable for Tier 2 "assessments" under this remedy plan to the extent they are duplicative of any other assessments or sanctions under the Commission's service quality rules relating to the same performance. This paragraph does not limit the Commission's ability to assess remedies, penalties or fines regarding such performance consistent with their lawful authority.
- 6.4 Every six months, telecommunications carrier may participate with the Company, other telecommunications carriers, and Commission representatives to review the performance measures to determine (a) whether measurements should be added, deleted, or modified; (b) whether the applicable benchmark standards should be modified or replaced by parity standards, or vice versa; and (c) whether to move a classification of a measure, either Tier 1, Tier 2 or both, from Remedied to Diagnostic, or vice versa. Criteria for review of performance measures, other than for possible reclassification, shall be whether there exists an omission or failure to capture intended performance, and whether there is duplication of another measurement. Any changes to existing performance measures and this remedy plan shall be by mutual agreement of the parties and approval of the Commission. Should disputes occur regarding changes, additions and/or deletions to the performance measurements, the dispute shall be referred to the Commission for resolution. The current measurements and benchmarks will be in effect until modified hereunder through this review process or expiration of this remedy plan.

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PART 2 - General Terms and Conditions  
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Original Sheet No. 4.11

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**6. Procedural Safeguards and Exclusions (cont'd)**

6.5 Telecommunications carrier and the Company will consult with one another and attempt in good faith to resolve any issues regarding the accuracy or integrity of data collected, generated, and reported pursuant to this document.

6.5.1 There will be an audit of the performance measurements data collection, retention, transformation, result and remedy calculation, and result publication processes and systems. The audit shall commence sixteen months after completion of the performance measurement audit of the OSS Third Party Test conducted by KPMG (a/k/a BearingPoint) under Docket No. 98-0555. Subsequent to that initial audit, additional audits will be scheduled as deemed necessary by the Commission. Telecommunications carriers and the Commission will have input into the design and schedule of the audit. An independent, third party auditor chosen by the Company and approved by the Commission will conduct these audits at the Company' expense.

6.5.2 Mini Audits. In addition to an annual audit, telecommunications carrier may request mini-audits of individual performance measures/submeasures during the year. When a telecommunications carrier has reason to believe the data collected for that measure are flawed or the reporting criteria for the measure are not being adhered to, it can request that a mini-audit be performed on the specific measure/submeasure upon written request, which will include the designation of a telecommunications carrier representative to engage in discussions with the Company about the requested mini-audit. If, thirty (30) days after the telecommunications carrier's written request, the telecommunications carrier believes that the issues has not been resolved to its satisfaction, the telecommunications carrier can commence the mini-audit, after providing the Company with written notice five (5) days in advance. Each telecommunications carrier is limited to auditing three (3) single measures/submeasures during the audit year. The audit year shall commence with the start of the KPMG OSS test. Mini-audits may not be performed, conducted or requested while the OSS third-party test, or an Annual Audit, is being conducted. Mini-audits will be of all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/submeasure. Mini-audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be made available, on a monthly basis, to the telecommunications carriers.

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Original Sheet No. 4.12

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**6. Procedural Safeguards and Exclusions (cont'd)**

6.5.3 A third-party auditor will conduct the mini-audits. The Company and the telecommunications carriers will jointly select the third-party auditor. If the parties cannot agree on the auditor, the auditors selected by each party will jointly determine the auditor. The responsibility for paying the costs of such audits shall be wholly dependent on the result of the audit. A telecommunications carrier initiating a mini-audit that finds no culpability or misfeasance on the Company's part shall be fully responsible for bearing the cost of the mini-audit. In those instances where a telecommunications carrier requests a mini-audit which results in a finding that the Company has materially misreported or misrepresented data, or, the Company is found to have noncompliance procedures, the Company shall bear responsibility for full payment of the costs of the mini-audit. The Company is deemed to be materially at fault when a reported successful measure changes as a consequence of the audit to a missed measure, or, when there is an increase in the ranking of the measure as a result of the audit, i.e., from low to medium or from medium to high, as a result of a material misreport or misrepresentation. Each party to the mini-audit shall bear its own internal costs, regardless of which party ultimately bears the cost of the third-party auditor.

6.5.4 Each mini-audit shall be submitted to the telecommunications carrier involved and to the Commission as a proprietary document. The Company shall notify all telecommunications carriers of any mini-audit requests, on a monthly basis, within forty-five (45) days of the date of a mini-audit request. All written notices pursuant to this provision include e-mail.

6.6 Pursuant to Commission Order in Docket No. 01-0662, the termination of this "Commission Approved Section 271 Plan" shall be addressed in a Commission proceeding, as set forth in the Order.

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Original Sheet No. 4.13

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**7. Exclusions Limited**

- 7.1 The Company shall not be obligated to pay for noncompliance with a performance measure, if, but only to the extent that, such noncompliance could not have been avoided by the Company in the exercise of due diligence. The Company shall not be excused from payment on any other grounds, except by application of the procedural threshold below. Any dispute regarding whether the Company's performance failure is excused under this paragraph shall be resolved with the Commission through a dispute resolution proceeding under the Commission's Procedural Rules, or, if the parties consent, through commercial arbitration with the American Arbitration Association. The Company shall have the burden of proof in any such proceeding to demonstrate that its noncompliance with the performance measurement should be excused because it could not have been avoided by the Company in the exercise of due diligence. Paragraph 7.1 only suspends the Company's ability to timely perform an activity subject to performance measurement, the applicable time frame in which the Company's compliance with the parity or benchmark criterion is measured shall be extended on an hour-for-hour or day-for-day basis, as applicable, equal to the duration of the excusing event. Upon commencement of the dispute resolution proceeding set forth above, the Company shall place the liquidated damages and/or assessments in dispute in an interest-bearing escrow, to be held by a neutral third party. The outcome of the dispute resolution shall determine which party to that proceeding is entitled to the funds held in escrow, and the interest on those funds.
- 7.2 In addition to the provisions set forth herein, the Company shall not be obligated to pay liquidated damages or assessments for noncompliance with a performance measure to the extent that such noncompliance was the result of an act or omission by a telecommunications carrier that is contrary to any of the telecommunications carrier's obligations under its interconnection agreement with the Company or under the Act or Illinois law or tariff. An example of a potential act or omission could include, inter alia, unreasonably holding orders and/or applications and "dumping" such orders or applications in unreasonably large batches, at or near the close of a business day, on a Friday evening or prior to a holiday.

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PART 2 - General Terms and Conditions  
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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**7. Exclusions Limited (cont'd)**

- 7.3 In any event where the Company believes there has been an act or omission by a telecommunications carrier that is contrary to any of the telecommunications carrier's obligations under its interconnection agreement with the Company or under the Act or Illinois law or tariff and that has caused noncompliance with a performance measurement, and a dispute occurs, the Company shall pay one-half of the Tier 1 remedies to the telecommunications carrier while disputes are referred to the Commission for resolution, subject to refund, including interest, if the Company prevails. If the Company does not prevail, the remaining one-half of the Tier 1 remedies will be paid, with interest, within 30 days of a final, non-appealable resolution by the Commission. The Company shall pay Tier 2 remedies to the State Fund designated by the Commission after the disputes are resolved. The Company will have the burden in any such proceeding to demonstrate that its noncompliance with the performance measurement is due to such acts or omissions by a telecommunications carrier.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**7. Exclusions Limited (cont'd)**

7.4 A procedural annual threshold will apply to the aggregate total of any Tier 1 liquidated damages (including any such damages paid pursuant to this Tariff or to any other Illinois interconnection agreement with a telecommunications carrier) and Tier 2 assessments or voluntary payments made by the Company pursuant to any Illinois interconnection agreement or tariff with a performance remedy plan for the calendar year. The annual threshold amounts will be determined by the Company, based on the formula of 36% of Net Return as set forth at ¶ 436 and footnote 1332 of the FCC's December 22, 1999 Memorandum Opinion and Order in CC Docket No. 99-295. The annual threshold shall be re-calculated on the first business day of the calendar year when updated ARMIS data is made publicly available. For purposes of applying the threshold, the calendar year shall apply. Once the annual threshold is established, a maximum monthly threshold will be determined by dividing the amount of the annual threshold by twelve. A maximum monthly threshold of one-twelfth of the annual threshold for Tier 1 liquidated damages and Tier 2 assessments will apply to all performance payments made by the Company under all the Company interconnection agreements and tariff. To the extent in any given month the monthly threshold is not reached, the subsequent month's total threshold will be increased by an amount equal to the unpaid portion of the previous month's threshold. At the end of the year, if the aggregate total of Tier 1 liquidated damages and Tier 2 assessments under all the Company interconnection agreements and Performance Measurements and Remedy Plan tariff equals or exceeds the annual threshold, but the Company has paid less than that amount due to the monthly threshold, the Company shall be required to pay an amount equal to the difference between the annual threshold and the amount paid. In such event, Tier 1 liquidated damages shall be paid first on a pro rata basis to telecommunications carriers and any remainder within the annual threshold shall be paid as a Tier 2 assessment. In the event the total calculated amount of damages and assessments for the year is less than the annual threshold, the Company shall be obligated to pay ONLY the actual calculated amount of damages and assessments.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**7. Exclusions Limited (cont'd)**

7.5 Whenever the Company Tier 1 payments to an individual telecommunications carrier in a given month exceed 12.5% of the monthly threshold amount, or the Tier 1 payments to all telecommunications carriers in a given month exceed the monthly threshold, then the Company may request a hearing before the Commission. Upon timely commencement of this proceeding, the Company must pay one-half of the damages owed to the individual telecommunications carrier (subject to refund, including interest, if it prevails), and the balance of damages owed into escrow to be held by a third party pending the outcome of the hearing. To invoke these escrow provisions, the Company must file with the Commission, not later than the due date of the affected damages payments, an application to show cause why it should not be required to pay any amount in excess of the threshold amount. The Company's application will be processed in an expedited manner under the process set forth in the Procedural Rules. The Company will have the burden of proof to demonstrate why, under the circumstances, it should not be required to pay liquidated damages in excess of the applicable threshold amount. If the Company reports noncompliant performance to the telecommunications carrier for three consecutive months on 20% or more of the measures reported to the telecommunications carrier, but the Company has incurred no more than 4.2% of the monthly threshold amount in liquidated damages obligations to the telecommunications carrier for that period under the enforcement terms set out here, then the telecommunications carrier may commence an expedited dispute resolution under this paragraph pursuant to the Commission's Procedural Rules to request that the Company should have to pay an amount of damages in excess of the amount calculated under these enforcement terms. In any such proceeding the telecommunications carrier will have the burden of proof to demonstrate why the Company should have to pay any amount of damages in excess of the amount calculated under these enforcement terms.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

<b>D. REMEDY PLAN (cont'd)</b>
--------------------------------

7. Exclusions Limited (cont'd)

- 7.6 The Company' Tier 1 remedy liability to any individual telecommunications carrier in any month will not exceed (will be capped at) the total billed revenue due the Company for services provided to the telecommunications carrier in the same month for which the remedy liability was incurred.
- 7.7 The Company will post on its Internet website the aggregate payments of any liquidated damages or assessments paid during the current calendar year.
- 7.8 With respect to any interconnection agreement, the Company or any telecommunications carrier may request an expedited dispute resolution proceeding before the Commission pursuant to Paragraphs 7.4 and 7.5 above.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**8. Tier 1 Damages Payable to Telecommunications Carriers**

- 8.1 Tier 1 liquidated damages apply to measures designated in Attachment 3 of the Business Rules as Remedied when the Company delivers "noncompliant" performance as defined in Paragraph 3 above.
- 8.2 Liquidated damages in the amount specified in TABLE 1: Per Occurrence Liquidated Damage Amount Index Table below apply to all "noncompliant" sub-measures subject to remedies. Liquidated damages apply on a per occurrence basis, using the amount per occurrence taken from the table below, based on the number of consecutive months for which the Company has reported noncompliance for the sub-measure and on the overall percentage of sub-measures subject to remedies for which the Company met or exceeded the performance standard. For those measures listed in Attachment 2 of the Business Rules as "Measurements That Are Subject to Per Occurrence Damages or Assessments With a Cap," the amount of liquidated damages in a single month for a disaggregation category shall not exceed the amount listed in TABLE 2: Per Measure/Cap Liquidated Damage Amount Index Table. For those measures listed in Attachment 2 of the Business Rules as "Measurements That Are Subject to Per Measure Damages or Assessments," liquidated damages will apply on a per disaggregation category basis, at the amounts set forth in the TABLE 2: Per Measure/Cap Liquidated Damage Amount Index Table below. The methodology for determining the number of occurrences is addressed in "Methods of Calculating Liquidated Damages and Assessment Amounts," below.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)**

8.3 TABLE 1 and TABLE 2 utilize an Index Value ("IV") that establishes the single level of liquidated damages assessment amount to be paid to all telecommunications carriers participating in the Plan in the case of a failure to meet or exceed a performance standard. This Index Value is uniquely established for each month's results based on the overall performance the Company provided to the telecommunications carriers as a whole on remedied sub-measures. The IV is calculated by (1) determining the number of reported sub-measure results subject to remedies for which performance met or exceeded the standard of comparison; (2) determining the total number of reported sub-measures subject to remedies; and (3) dividing (1) by (2) and multiplying by 100. The number of sub-measures is intended to reflect all telecommunications carrier activity within the state that is subject to remedy as defined in the performance measurement user guide. More specifically, a sub-measure is defined as a fully disaggregated (e.g. by product, by geography, by telecommunications carrier) performance measurement result. For determining the IV, the denominator is the total number of sub-measures reported, across all telecommunications carriers with activity, that are subject to liquidated damages remedy payments payable to telecommunications carriers or assessments payable to the State are included. This formula is provided below.

$$IV = (RSM_{\text{passed}} \div RSM_{\text{total}}) \times 100$$

Where:  $RSM_{\text{passed}}$  = Total number of Remedied Sub-Measure results where performance met or exceeded the standard of comparison

$RSM_{\text{total}}$  = Total count of Remedied Sub-Measure results

8.4 Upon completion of each twelve-month period of performance reporting under this plan beginning June 2003, performance for the previous twelve months in total shall be calculated in the same fashion as defined in Paragraph 8.3. Should the IV result calculated for that entire twelve-month period, by averaging the individual month's IV values, not meet or exceed 92%, the liquidated damages remedy amounts applicable in Tables 1 and 2 will step back to the previous level for the next twelve months, unless the level of payments is already at the highest payment schedule whereby it would remain at that level for the next twelve months.

(N)

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)**

- 8.5 Nothing herein precludes the Company and a telecommunications carrier from agreeing, in a negotiated amendment to an interconnection agreement, to the language of the Company' original proposal as it relates to the inclusion of "floors and ceilings" for the determination of a performance shortfall.
- 8.6 Following at least two consecutive months of noncompliance for a given sub-measure, liquidated damages will be subject to a "proof of compliance" period for that individual metric. This process will require the Company to return to compliance for a specified number of months, based on the number of consecutive month's noncompliant performance, before the liquidated damages amount is reduced to the lowest, or single month of noncompliance, level. For example, if the Company was out of compliance for four consecutive months for a given performance measurement reported for a specific telecommunications carrier, the Company will have to provide this telecommunications carrier three consecutive months of compliant performance for this same submeasure before it can begin paying the "Month 1" liquidated damage amount.
- 8.7 During this "proof of compliance" period, the Company will make liquidated damages payments only for those months during which the performance result for a specific sub-measure is determined to be "noncompliant" for a telecommunications carrier. This remedy payment amount will return to the lowest level of payment when the Company provides "compliant" performance for the number of consecutive months identified in TABLE 4: "Step-Down" Table Of Liquidated Damages For Tier 1 Measures where the payment amount is "Month One Amount". Until the performance result has met or exceeded the standard of comparison for three consecutive months, liquidated damages amounts will be determined using the number of months defined in Table 4.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

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**D. REMEDY PLAN (cont'd)**

**8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)**

- 8.8 The Company is obligated to correctly and completely report performance results for telecommunications carrier and the aggregate of all telecommunications carriers. On occasion, it may be necessary for the Company to restate previously published performance results to comply with this obligation where the originally published results were materially different from actual performance. The Company will provide notice, via the CLEC OnLine web site, to telecommunications carrier and the Commission of each restatement, indicating the performance measurements restated, which months' performance the measurements were restated for, and why the restatement was necessary.
- 8.9 In the event that performance measurement results need to be restated, the Company will restate those results as soon as possible for a period not to exceed the three months prior to the month for which results have most recently been reported at time of the restatement. In a case where restatement is required to address an audit finding, the restatement will be applied for the period of time necessary to resolve the finding.
- 8.10 If it is determined through restatement of performance results or other means that the Company underpaid liquidated damages due a telecommunications carrier, or assessments due the State, the Company will make additional payment/bill credit to the telecommunications carrier and/or payments to the State to the extent that it underpaid. All underpayments will be credited with interest. Beginning October 1, 2003, in the event that determination is made through restatement of performance results or other means that the Company overpaid, current and/or future monthly liquidated damages remedy payments/bill credits to telecommunications carrier and/or assessments to the State will be offset by the amount of overage.
- 8.11 The Company shall be able to apply any liquidated damages remedy payments due toward those charges that the telecommunications carrier owes the Company for services rendered (or facilities provided) so long as such charges are undisputed and are past due for not less than 90 days.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

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**D. REMEDY PLAN (cont'd)**

**8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)**

8.12 If performance for any sub-measure fails to meet the standard of performance (parity or benchmark) defined in paragraph E (Business Rules) following for three consecutive months, the Company will, at request of the telecommunications carrier, initiate a "gap closure" effort. The "gap closure" effort will (1) identify the root cause for the failure to meet the performance standard, and (2) develop an action plan to improve performance to a level where it is meeting the standard of performance. Documentation of the root cause and the action plan to address it will be provided to the telecommunications carrier requesting "gap closure" within 30 days of telecommunications carrier request. If requesting telecommunications carrier assesses the action plan as inadequate, the issue will be escalated to senior management responsible for the telecommunications carrier account and the operational area(s) impacted. A response will be provided to telecommunications carrier senior management within 10 business days of receipt of the escalation from the telecommunications carrier.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)

**TABLE 1: Per Occurrence Liquidated Damage Amount Index Table**

Effective Beginning With The First Month's Results Reported Under This Plan Through The Twelfth Month's Results Reported Under This Plan

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
IV >= 92.0%	\$ 35	\$ 50	\$100	\$200	\$300	\$400
86.0% <= IV < 92.0%	50	70	125	250	350	450
80.0% <= IV < 86.0%	75	90	150	300	400	500
74.0% <= IV < 80.0%	100	125	250	500	600	700
IV < 74%	150	175	350	700	800	900

Effective Beginning With The Thirteenth Month's Results Reported Under This Plan Through The Twenty-Fourth Month's Results Reported Under This Plan

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
IV >= 92.0%	\$ 30	\$ 55	\$100	\$200	\$300	\$400
86.0% <= IV < 92.0%	40	65	125	250	350	450
80.0% <= IV < 86.0%	50	80	150	300	400	500
74.0% <= IV < 80.0%	100	125	250	500	600	700
IV < 74%	150	175	350	700	800	900

Effective Beginning With The Twenty-Fifth Month's Results Reported Under This Plan

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
IV >= 92.0%	\$ 25	\$ 50	\$100	\$200	\$300	\$400
86.0% <= IV < 92.0%	35	60	125	250	350	450
80.0% <= IV < 86.0%	50	75	150	300	400	500
74.0% <= IV < 80.0%	100	125	250	500	600	700
IV < 74%	150	175	350	700	800	900

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

**D. REMEDY PLAN (cont'd)**

8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)

**TABLE 2: Per Measure/Cap Liquidated Damage Amount Index Table**

Effective Beginning With The First Month's Results Reported Under This Plan Through The Twelfth Month's Results Reported Under This Plan

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
IV >= 92.0%	\$ 9,000	\$15,000	\$15,000	\$ 20,000	\$ 25,000	\$ 30,000
86.0% <= IV < 92.0%	12,500	20,000	22,500	30,000	37,500	45,000
80.0% <= IV < 86.0%	15,000	25,000	30,000	40,000	50,000	60,000
74.0% <= IV < 80.0%	20,000	30,000	45,000	60,000	75,000	90,000
IV < 74%	25,000	50,000	75,000	100,000	125,000	150,000

Effective Beginning With The Thirteenth Month's Results Reported Under This Plan Through The Twenty-Fourth Month's Results Reported Under This Plan

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
IV >= 92.0%	\$ 7,500	\$12,500	\$15,000	\$ 20,000	\$ 25,000	\$ 30,000
86.0% <= IV < 92.0%	10,000	17,500	22,500	30,000	37,500	45,000
80.0% <= IV < 86.0%	15,000	20,000	30,000	40,000	50,000	60,000
74.0% <= IV < 80.0%	20,000	30,000	45,000	60,000	75,000	90,000
IV < 74%	25,000	50,000	75,000	100,000	125,000	150,000

Effective Beginning With The Twenty-Fifth Month's Results Reported Under This Plan

Index Value ("IV")	Consecutive Months Missed					
	One	Two	Three	Four	Five	Six or More
IV >= 92.0%	\$ 5,000	\$10,000	\$15,000	\$ 20,000	\$ 25,000	\$ 30,000
86.0% <= IV < 92.0%	7,500	15,000	22,500	30,000	37,500	45,000
80.0% <= IV < 86.0%	10,000	20,000	30,000	40,000	50,000	60,000
74.0% <= IV < 80.0%	15,000	30,000	45,000	60,000	75,000	90,000
IV < 74%	25,000	50,000	75,000	100,000	125,000	150,000

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1. PERFORMANCE MEASUREMENTS (cont'd)

(N)

**D. REMEDY PLAN (cont'd)**

8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)

**TABLE 3: Assessment Amounts For Tier 2 Measures**

Per Occurrence	\$ 200.00
Per Measure / Cap	20,000.00

**TABLE 4: "Step-Down" Table Of Liquidated Damages For Tier 1 Measures**

Consecutive Months Compliant Performance Before Subsequent Noncompliant Month	Consecutive Months Noncompliant Performance Prior to First Month of Compliant Performance			
	Three Months	Four Months	Five Months	Six Months or More

Per Occurrence and Per Measure/Cap

One Month	Month Two Amount	Month Three Amount	Month Four Amount	Month Five Amount
Two Months	Month One Amount	Month Two Amount	Month Two Amount	Month Three Amount
Three Months or More	Month One Amount	Month One Amount	Month One Amount	Month One Amount

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**8. Tier 1 Damages Payable to Telecommunications Carriers (cont'd)**

**8.13 Example Application of "Step-Down" Table**

Assume a measurement result is deemed noncompliant for four consecutive months. Performance is then deemed compliant with the measurement standard in the fifth month. Further assume that in the sixth month performance is again deemed noncompliant, resulting in four consecutive months missed, followed by one month (month five) met and the next month (month six) missed. Using Table 4 above, remedies for performance in month six would be at the level of three consecutive months missed. This can be confirmed by looking at the column for "Consecutive Months Noncompliant Performance Prior to First Month of Complaint Performance", or the "Four Months" column in this example, then looking at the row for "Consecutive Months Complaint Performance Before Subsequent Noncompliant Month", or the "One Month" row in this example. The intersecting cell indicates that remedies would be paid at the "Month Three Amount", or the level corresponding to three consecutive months misses for the measure from Table 1 or Table 2 (as applicable to the specific measure).

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

9. Tier 2 Assessments to the State:

9.1 Assessments payable to the State Fund designated by the Commission apply to the Tier 2 measures designated in Attachment 3 of the Business Rules as "Remedied" when the Company and/or its affiliate (whichever is better, provided the affiliate data points equal or exceed 30) performance is out of parity or does not meet the benchmarks for the aggregate of all telecommunications carrier data. Specifically, if the Z-test value is greater than the Critical Z, the performance for the reporting category is out of parity or below standard. Assessments will be paid when the aggregate of all telecommunications carriers has at least 10 observations.

9.2 For those measurements where a per occurrence assessment applies, an assessment as specified in TABLE 3: Assessment Amounts for Tier 2 Measures shown above for each occurrence is payable to the State Fund designated by the Commission for each sub-measure that exceeds the Critical Z-value for three consecutive months. For those measurements listed in Attachment 2 of the Business Rules as measurements subject to per occurrence with a cap, an assessment as shown in TABLE 3: Assessment Amounts for Tier 2 Measures shown above for each occurrence within the applicable cap is payable to the State Fund designated by the Commission for each sub-measure that exceeds the Critical Z-value for three consecutive months. For those Tier 2 measurements listed in Attachment 2 of the Business Rules as subject to a per measurement assessment, an assessment amount as shown in TABLE 3: Assessment Amounts for Tier 2 Measures shown above is payable to the State Fund designated by the Commission for each sub-measure that exceeds the Critical Z-value for three consecutive months.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

10. Posting of Results and Provision of Liquidated Damages and Assessment Payments:

10.1 If the Company fails to submit performance reports by the last business day of the month following actual performance, the following assessments payable to the State Fund designated by the Commission apply unless excused for good cause by the Commission:

- If no reports are filed, \$5,000 per day past due;
- If incomplete reports are filed, \$1,000 per day for each performance measurement listed in the User Guide for which results are not posted, but not to exceed \$5,000 per day past due.

10.2 If the Company alters previously reported data for a telecommunications carrier, and after discussions with the Company the telecommunications carrier disputes such alterations, then the telecommunications carrier may ask the Commission to review the submissions and the Commission may take appropriate action. This does not apply to the limitation stated under the paragraph titled "Exclusions Limited."

10.3 When the Company's performance creates an obligation to pay liquidated damages to a telecommunications carrier or an assessment to the State under the terms set forth herein, the Company shall make payment by check, bill credit or other direct payment method in the required amount on or before the last business day of the month following the due date of the performance measurement report for the month in which the obligation arose (e.g., if the Company's performance through March is such that the Company owes liquidated damages to telecommunications carriers for March performance, or assessments to the State for January - March performance, then those payments will be due the last business day of May, the last business day of the month following the month (April) in which results were posted). (In order to receive payment by check telecommunications carrier must complete the 'CLEC identification and liquidated damages Information Form' located on the CLEC website.) For each day after the due date that the Company fails to pay the required amount, the Company will pay interest to the telecommunications carrier at the maximum rate permitted by law for a past due liquidated damages obligation and will pay an additional \$3,000 per day to the State Fund designated by the Commission for a past due assessment.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

<b>D. REMEDY PLAN (cont'd)</b>
--------------------------------

10. Posting of Results and Provision of Liquidated Damages and Assessment Payments: (cont'd)

10.4 The Company may not withhold payment of liquidated damages to a telecommunications carrier unless the Company has commenced a Commission arbitration proceeding on or before the payment due date, asserting that noncompliance was the result of an act or omission by a telecommunications carrier as more fully described in Paragraphs 7.2 and 7.3.

10.5 Telecommunications carrier will have access to monthly reports on performance measures and business rules through an Internet website that includes performance results for individual telecommunications carriers, the aggregate of all telecommunications carriers, and the Company.

10.6 The thresholds more fully described in Paragraph 7.4 do not apply to assessments under Paragraph 10 of this document.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

11. Methods of Calculating Liquidated Damages and Assessment Amounts

The following methods apply in calculating per occurrence liquidated damage and assessments:

11.1 Calculating Tier 1 Liquidated Damages

11.1.1 Measures for Which the Reporting Dimensions are Averages or Means

Step 1: Calculate the average or the mean for the sub-measure for the telecommunications carrier that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the percentage difference between the actual average and the calculated average. For benchmark measures or floors (for measures that have floors and the floor applies to the result), calculate the percentage difference between the actual average and the benchmark. This percentage is capped at 100%.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step and round this number up to the next integer. Then multiply the result by the per occurrence dollar amount taken from the Liquidated Damages Table for Tier 1 Measures to determine the applicable liquidated damages for the given month for that sub-measure.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

<b>D. REMEDY PLAN (cont'd)</b>
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11. Methods of Calculating Liquidated Damages and Assessment Amounts  
(cont'd)

11.1 Calculating Tier 1 Liquidated Damages (cont'd)

11.1.2 Measures for Which the Reporting Dimensions are Percentages

- Step 1: Calculate the percentage for the sub-measure for the telecommunications carrier that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)
- Step 2: Calculate the difference between the actual percentage for the telecommunications carrier and the calculated percentage. For benchmark measures or floors (for measures that have floors and the floor applies to the result), calculate the difference between the actual percentage and the benchmark.
- Step 3: Multiply the total number of data points by the difference in percentage calculated in the previous step and then round this number up to the next integer. Then multiply the result by the per occurrence dollar amount taken from the Liquidated Damages Table to determine the applicable liquidated damages for the given month for that sub-measure.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

<b>D. REMEDY PLAN (cont'd)</b>
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11. Methods of Calculating Liquidated Damages and Assessment Amounts  
(cont'd)

11.1 Calculating Tier 1 Liquidated Damages (cont'd)

11.1.3 Measures for Which the Reporting Dimensions are Ratios or Rates

- Step 1: Calculate the ratio for the sub-measure for the telecommunications carrier that would yield the Critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)
- Step 2: Calculate the difference between the actual ratio for the telecommunications carrier and the calculated ratio. For benchmark measures or floors (for measures that have floors and the floor applies to the result) calculate the difference between the actual ratio and the benchmark. This difference is capped at 100%.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step and then round this number up to the nearest integer. Then multiply the result by the per occurrence dollar amount taken from the Liquidated Damages Table for Tier 1 Measures to determine the applicable liquidated damages for the given month for that sub-measure.

11.2 Calculating Tier 2 Assessments

- 11.2.1 Determine the Tier 2 measurement results that are noncompliant for three consecutive months for the aggregate of all telecommunications carriers. If the noncompliant classification continues for three consecutive months, an additional assessment will apply in the third month and in each succeeding month as calculated below, until the Company reports performance that meets the applicable criterion. That is, Tier 2 assessments will apply on a "rolling three month" basis, one assessment for the average number of occurrences for months 1-3, one assessment for the average number of occurrences for months 2-4, one assessment for the average number of occurrences for months 3-5, and so forth, until satisfactory performance is established.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

11. Methods of Calculating Liquidated Damages and Assessment Amounts  
(cont'd)

11.2 Calculating Tier 2 Assessments (cont'd)

11.2.2 Measures for Which the Reporting Dimensions are Averages or Means

Step 1: Calculate the average or the mean for the sub-measure for the telecommunications carriers that would yield the Critical Z-value for each of the three noncompliant months. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)

Step 2: Calculate the percentage difference between the actual average and the calculated average for each of the three noncompliant months. For benchmark measures, calculate the percentage difference between the actual average and the benchmark for each of the three noncompliant months. This percentage is capped at 100%.

Step 3: Multiply the total number of data points for each month by the percentage calculated in the previous step. Calculate the average for three months of these numbers rounding up the result to the next highest integer. Then multiply the result by the per occurrence dollar amount specified in the Assessment Table for Tier 2 Measures to determine the applicable assessment payable to the State Fund designated by the Commission for that sub-measure.

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

<b>D. REMEDY PLAN (cont'd)</b>
--------------------------------

11. Methods of Calculating Liquidated Damages and Assessment Amounts  
(cont'd)

11.2 Calculating Tier 2 Assessments (cont'd)

11.2.3 Measures for Which the Reporting Dimensions are Percentages

- Step 1: Calculate the percentage for the sub-measure for the telecommunications carriers that would yield the Critical Z-value for each of the three noncompliant months. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)
- Step 2: Calculate the difference between the actual percentage for the telecommunications carriers and the calculated percentage for each of the three noncompliant months. For benchmark measures, calculate the difference between the actual percentage and the benchmark for the three noncompliant months.
- Step 3: Multiply the total number of data points for each month by the difference in percentage calculated in the previous step. Calculate the average for three months of these numbers rounding up the result to the next highest integer. Then multiply the result by the per occurrence dollar amount specified in the Assessment Table for Tier 2 Measures to determine the applicable assessment payable to the State Fund designated by the Commission for that sub-measure.

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Original Sheet No. 4.35

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

<b>D. REMEDY PLAN (cont'd)</b>
--------------------------------

11. Methods of Calculating Liquidated Damages and Assessment Amounts  
(cont'd)

11.2 Calculating Tier 2 Assessments (cont'd)

11.2.4 Measures for Which the Reporting Dimensions are Ratios or Rates

- Step 1: Calculate the ratio for the sub-measure for the telecommunications carriers that would yield the Critical Z-value for each of the three noncompliant months. Use the same denominator as the one used in calculating the Z-statistic for the sub-measure. (There are no Critical Z-values calculated for Benchmark measures.)
- Step 2: Calculate the difference between the actual ratio for the telecommunications carriers and the calculated ratio for each month of the noncompliant three-month period. For benchmark measures calculate the difference between the actual ratio and the benchmark for the three noncompliant months. This difference is capped at 100%.
- Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months of these numbers rounding up the result to the next highest integer. Then multiply the result by the per occurrence dollar amount specified in the Assessment Table for Tier 2 Measures to determine the applicable assessment payable to the State Fund designated by the Commission for that sub-measure.

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PART 2 - General Terms and Conditions  
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Original Sheet No. 4.36

**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

**12. Advanced and Nascent Services:**

12.1 In order to ensure parity and benchmark performance where telecommunications carriers order low volumes of advanced and nascent services, the Company will make increased voluntary payments to the State Fund designated by the Commission on those measurements listed in Paragraph 12.3 below (the "Qualifying Measurements"). Such increased voluntary payments will only apply when there are more than 10 and less than 100 observations for a Qualifying Measurement on average statewide for a three-month period with respect to the following order categories:

12.2 The following are the qualifying sub-measures (if within a qualifying measurement):

- UNE loop and port combinations;
- Resold ISDN;
- ISDN UNE loop and port combinations;
- BRI loop with test access; and
- DSL loops.

12.3 The Qualifying Measurements are as follows:

Provisioning Measurements:

- PMs 29, 45, 58 - Percent Company Caused Missed Due Dates
- PMs 35, 46, 59 - Installation Trouble Reports Within "X" Days
- PMs 27, 43, 56 - Mean Installation Interval
- PMs 32, 49, 62 - Average Delay Days for Company Caused Missed Due Dates
- PM 55.1 - Average Installation Interval - DSL
- PM 1.1 - Average Response Time for Loop Qualification Information

Maintenance Measurements:

- PMs 38, 66 - % Missed Repair Commitments
- PMs 41, 53, 69 - % Repeat Reports
- PMs 39, 52, 67 - Mean Time to Restore
- PMs 37.1, 54.1, 65.1 - Trouble Report Rate

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**1. PERFORMANCE MEASUREMENTS (cont'd)**

(N)

**D. REMEDY PLAN (cont'd)**

12. Advanced and Nascent Services: (cont'd)

12.4 The increased voluntary payments referenced in Paragraph 12.1 will be made only if the Company fails to provide parity or benchmark service for the above measurements as determined by the use (where appropriate) of the Modified Z-test and a Critical Z-value for either:

- 3 consecutive months; or
- 6 months or more in a calendar year.

12.5 The increased voluntary payments will only be calculated on the rolling average of occurrences or measurements, as appropriate, where the Company has failed to provide parity or benchmark performance for 3 consecutive months. If the Company fails to provide parity or benchmark performance in Illinois for 6 or more months in a calendar year, the increased voluntary payments will be calculated as if all such months were missed consecutively.

12.6 If, for the three months that are utilized to calculate the rolling average, there were 100 observations or more on average for the qualifying measurement or sub-measurement, then no increased voluntary payments will be made to the State Fund designated by the Commission. However, if during this same time frame there either is (i) an average of more than 10 but less than 100 observations for a qualifying sub-measure on a statewide basis or (ii) an average of more than 10 but less than 100 for a nonqualifying sub-measure within a qualifying measure where the measure's average is more than 10 but less than 100 observations, then the Company shall calculate the payments to be made in addition to the normal payment to the State Fund designated by the Commission by first applying the normal Tier 2 assessment calculation methodology to that qualifying measurement, and then doubling (multiplying by 2) that amount. The effect of this calculation results in total payment being made at three times the normal amount alone.

12.7 Any payments made hereunder shall be subject to the annual threshold set forth in Paragraph 7.4.

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**Docket 01-0662**  
**Bi-Monthly Progress Report**  
**Attachment 28**

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